

## PHONE TECH LABOR NETWORK

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The Department of Technology Services (DTS) Technicians install, maintain, and repair a variety of network services including, routers, switches and PBXs, fiber connectivity and other associated communication equipment.

### Phone Tech Labor Network Features and Descriptions

Feature	Description
Network Services Installation and Maintenance	DTS Technicians are certified by the vendor to maintain and service network equipment in support of network applications.

### Phone Tech Labor Network Rates

Feature	Description	Base Rate
Network Phone Tech Labor	Support and maintenance of network services and equipment.	\$75.00/hour

### Ordering and Provisioning

Customers may contact the agency assigned Voice Planner or Customer Relations Manager or, they may contact the DTS Customer Support Center to report a problem or request services (801) 538 3440 or (800) 678 3440.

### DTS Responsibilities

Troubleshoot and diagnose problems, make adjustments, repairs, and or perform preventive maintenance on above equipment.

Maintain an adequate parts supply to provide a maximum repair turn around time of no more than 5 business days.

### Agency Responsibilities

Notify the DTS Customer Support Center of any problems by calling (801)538-3440 or (800)678-3440.

Review billing to ensure accuracy. Any discrepancies must be discussed with DTS Billing within 30 days.

### GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at [dts.utah.gov](https://dts.utah.gov). Published "Business Hours" for the DTS Enterprise Service Desk are 7:30 AM-5:30 PM, Monday-Friday. Hours of support/on-call coverage vary by agency/division/region and product.

#### Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

#### Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

#### Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied